

METER READER MANAGER

DISTINGUISHING FEATURES

The fundamental reason the Meter Reader Manager exists is to direct supervise and provide technical assistance to the Meter Reading Section, which performs a variety of responsible field work in the Customer Service Division. This classification is supervisory. Work is performed under independent supervision by the Customer Service/Tax Audit Director.

ESSENTIAL FUNCTIONS

Is responsible for the preparation and monitoring of the Meter Reading Section's budget so as to allow better delivery of services and to save taxpayers time and money.

Plans, assigns, and reviews work of the Lead Water Meter Reader and Water Meter Readers so as to contribute effectively to meeting the company's performance goals and plans.

Answers citizen inquiries on service and billing practices, investigates and resolves citizen complaints so as to provide superior customer service for both internal and external customers.

Coordinates interrelated activities with other City programs so that we all work toward common goals and share the same visions.

Is responsible for continually searching for improved ways of delivering the services that the Meter Reading section supplies so as to save taxpayers time and money.

Encourages feedback from Meter Reading staff so as to promote two-way communication.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

City utility service connection and disconnection policies and procedures.

The mechanics of meter operations.

General meter reading, utility billing, and other utility customer-oriented policies and procedures.

Safety hazards and precautions common in utility safety work.

Ability to:

Exercise effective supervision over the meter reading section.

Communicate effectively (verbally and in writing) and deal tactfully with all customers.

Establish and maintain effective working relationships with City employees at all levels.

Comprehend and make inferences from written material and verbal and/or written instructions.

Produce written documents with clearly organized thoughts using proper sentence construction, punctuation, and grammar.

Operate a variety of standard office equipment including a personal computer, a variety of computer software, telephone and calculator that require continuous and repetitive arm or hand and eye movement to prepare statistical reports, performance evaluations, memos, budgets, and similar documents.

Maintain regular consistent attendance and punctuality.

Education & Experience

Any combination of education and experience equivalent to a minimum of three years municipal customer service or general meter reading experience and some supervisory or lead worker experience.

Must possess a valid Arizona Drivers license with no major driving citations within the last 39 months.

FLSA Status: Exempt

HR Ordinance Status: Unclassified